TCLP*fiber*

Digital Voice Residential User Guide

Contents

1

Quick Reference Guide

Contents:

1.1
Star Codes for Digital Voice Service

TCLP*fiber* Digital Voice supports a variety of calling actions using Star (*) Codes.

Table 1
Dialing/Call Waiting/Caller ID

Access/*xx Code	Feature Name
*43	Call Waiting – Enable
*44	Call Waiting – Disable
*65	Enable User Caller ID Next Call
*67	Disable Caller ID Next Call
*68	Manage Caller ID for All Calls
*69	Call Return
*70	Disable User Call Waiting Next Call
*98	Enter Voicemail

Table 2
Call Forwarding

Access/*xx Code	Feature Name
*72	Call Forwarding Menu
*90	Call Forwarding Busy Menu
*92	Call Forwarding No Answer Menu
*94	Call Forward Out of Service Menu

Table 3
Call Screening/Do Not Disturb

Access/*xx Code	Feature Name
*57	Call Trace
*58	Add Custom Caller Block w/ Message
*59	Add Custom Caller Allow

Table 3 (Cont.)
Call Screening/Do Not Disturb

Access/*xx Code	Feature Name
*60	Add Custom Caller Block
*63	Add Custom Caller Forward
*64	All Other Callers Block
*74	All Other Callers Allow
*77	Anonymous Caller Reject Enable
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*87	Anonymous Call Reject Disable
*95	Anonymous Caller Block w/ Message
*97	Disable Anonymous Caller Block w/ Message

Table 4
Other Services

Access/*xx Code	Feature Name
0	Call Operator - *Additional fees apply*
211	Call Public Services - *Information provided on non-emergency services available in the local community*
411	Call Information - *Additional fees apply*
511	Call Local Transportation & Traffic Hotline
611	Call TCLP*fiber* Customer Service
711	Call Telecommunications Relay Service - *Permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities*
811	Call Utility Public Services - *"Call before you dig"*
911	Call Emergency Services - *Always ensure TCLPfiber has your correct address*

1.2
Voicemail Guide

In this section:

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

1.2.1
Access Your Voicemail

1. **Dial *98** from the phone that is connected to your account.

2. **Enter your 4-digit PIN** followed by #.

    Note: Your **default PIN** is **1234**.

3. **Press 1.**

Actions Include:

Skip Message Marks the voicemail as unread	Press 1
Save Message *Marks the voicemail as **read***	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

1.2.2
Remote Access to Voicemail

1. **Dial your 10-digit phone number** from a phone not connected to your account.

2. When you hear your voicemail greeting, **press #**.

3. **Enter** your **4-digit PIN** followed by **#**.

Personalize Your Voicemail

1. **Dial *98** from the phone that is connected to your account.

2. **Enter your 4-digit PIN** followed by #.

   Note: Your **default PIN** is **1234**.

3. **Press 8.**

Actions Include:

Change your PIN	Press 1
Personalize your greeting	Press 2
Record your personal name	Press 3
Set up Call Forwarding	Press 5
Set up a Call Screening Forwarding Number	Press 6
Repeat personal options	Press 9
Exit Menu	Press 0

2

Phone User Guide

Contents:

2.1
Emergency Services - 911

When someone dials 911, the call is sent to the closest PSAP (Public-Safety Answering Point) – a special 911 call center belonging to the local police, fire, and ambulance services.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units.

The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can delay response times for emergency services or worse.

To best serve you, we validate every address back to the MSAG.

If the address cannot be validated, we will contact you to correct it.

Note: If an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in death and legal action. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

> ***Important:*** If there is loss of power or internet access, your Hosted PBX phone may be unavailable to place a 911 call.

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone, or from your TCLP*fiber* Online Voice Portal.

Use Call Waiting

When Call Waiting is enabled on your phone, follow the directions below to switch between your current call and a new incoming call.

1. When notified of a second incoming call, press the line button on your phone.

2. Your first call will be placed on hold, and your second call will be active.

    • You can switch between the two calls by pressing the line button for the call you want to switch to.

Temporarily Disable Call Waiting - One Call

Keep the next phone call you make from being interrupted.

1. Lift the receiver.

2. **Dial *70** + the number of the party you're trying to reach.

    • Call Waiting is disabled for the current call.

3. After you hang up, Call Waiting will be active again.

Enable/Disable Call Waiting – All Calls

Keep the next phone call you make from being interrupted.

1. **Dial *43** to **enable** Call Waiting for all calls.

2. **Dial *44** to **disable** Call Waiting for all calls.

Enable/Disable Call Waiting in the TCLP*fiber Online Voice Portal*

Call Waigin can be managed on the **Call Handling section** of the **TCLP***fiber* **Online Voice Portal**.

Call Handling

Scheduling   [Create Schedule]   0 Schedules

Call Waiting ☑

Do Not Disturb ☐

Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. **Caller ID and Caller ID name is available if Caller ID is supported on your phone.**

2.3
Call Return

With Call Return you can reconnect with the caller you last talked to without dialing the number.

1. **Dial *69.**

    - Your phone will now automatically redial the last inbound call.

2.4
Three-way Calling

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. **Call the first party**.

2. **Press and release** the **switch hook or flash button** on your phone.

   - This will put the first party on hold.

3. Listen for the second dial tone and **dial the phone number of the second party**.

4. **After the second party answers, press and release the switch hook or flash button** to join both parties into the call.

2.5
Call Screening

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient. Several call screening features allow you to limit the calls you receive before they ring your phone.

Anonymous Call Block

Block all callers who are not displaying Caller from reaching your phone number.

1. **Dial *77**.

   - **To reverse** this action, **dial *87**.

Call Screening - Custom Number

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your phone.

1. **Dial** *60

2. When prompted, enter your **4-digit PIN**.

3. When prompted, **enter the phone number you would like to block**.

   - Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555 212.

4. Calls from the number entered will now be blocked.

   - **To remove a number** from this block, **dial *59** and **follow the prompts as outlined above**.

Set up NomoRobo - Robocall Blocking

Nomorobo is a free service for end users in the United States that will block the telephone numbers of known telemarketers and robocallers. Basically, Nomorobo intercepts your calls and screens them for you. If the call is legitimate, it will ring through to your number, but if the call from a robocaller or known telemarketer, Nomorobo hangs up for you.

To get started, you first need to create a free account with Nomorobo.

1. Go to https://www.nomorobo.com/ and click **[Get Started Now]**.

2. **Choose Phone Type:** Choose Internet Landline.

3. **Determine Carrier:** Enter your phone number or click Let me choose my carrier from a list and then select your service provider.

4. **Complete Your Registration:** Enter your email address.

5. Click **[Start Blocking Robocalls NOW!]**.

6. Check your email and open the *Welcome to Nomorobo!* message. Click the link in that email to begin the setup process.

7. Enter your first and last name, create a password, then click **[Sign Up]**.

8. Click the **[Click here to get started]** button to set up your phone.

Step 1: Add Your Phone Number

1. **Phone Type:** Select Landline/VoIP.

2. **Carrier:** Choose your service provider.

3. **Phone Number:** Enter your phone number.

4. Click **[Next]**.

Step 2: Set Up Your Carrier

1. Log in to tclpfiber.user.alianza.com.

2. Go to Dashboard > User Call Handling.

3. Choose and set up your preferred call handling type: **Find Me** or **Sim Ring**.

Find Me/Follow Me (Preferred)

Find Me/Follow Me will ring each destination sequentially. When the first destination is set to Nomorobo, they will field the call and allow legitimate calls to ring the next destination. You will not hear the call come through, nor will you be notified that a call was intercepted and blocked.

1. Choose **Find Me**.

2. Set the first destination to the phone number for Nomorobo. Subsequent destinations should follow your call preferences.

    * Click the phone or # icon to choose if the call should be routed through your devices or a phone number, respectively.

    * Use the arrow icons to reorder each destination as necessary.

3. For each destination, choose how long the call should ring before moving to the next one.

- It doesn't matter how long you set for the Nomorobo destination—Nomorobo will pick up or reject the call within 1-2 seconds. To callers, it will feel like a normal post-dial delay.

4. Choose a timeout action: *Send to Voicemail* or *Busy*.

5. Click **Save**.

SIM Ring

Sim Ring enables a call to ring to multiple lines and/or phone numbers simultaneously. When a call comes in, Nomorobo will be the first to intercept the call. Legitimate calls will continue to ring to your number, but if the call is from a robocaller or known telemarketer, Nomorobo hangs up for you. Your phone will ring once to let you know the robocall has been answered and stopped.

1. Choose **Sim Ring**.

2. In the Phone Numbers field, enter the Nomorobo number for your carrier.

3. Click **Save**.

Step 3: Verify Robocall Protection

1. Go back to your Nomorobo account.

2. Navigate to **Your Phones** and click **[Test]** next to your phone number.

3. Click **[I'm ready. Call me now.]**

4. You will immediately receive a call letting you know if everything is set up correctly. Please answer the phone after the third ring.

5. That's it! Your phone number will now be listed as "Protected."

National Do Not Call Register

You can reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free. Visit www.donotcall.gov to register your number.

2.6
Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

Block Caller ID per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

1. Lift the receiver.

2. **2) Dial *67** + the number of the party you're trying to reach.

   - Your caller ID will **not** be displayed to the party you called.

   - Your caller ID will be displayed on future calls.

Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

1. Lift the receiver.

2. **2) Dial *65** + the number of the party you're trying to reach.

   - Your caller ID will not be displayed to the party you called.

   - Your caller ID will **not** be displayed on future calls.

2.7
Call Forwarding

You can forward incoming calls from your home phone to another phone number. This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Call Forward - All Calls

Send all incoming calls to a different phone number or destination.

1. **Dial** *72

2. Enter your **4-digit PIN**.

3. **Press 1**.

4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

   - **To disable** this feature and send unanswered calls to voicemail, **dial *72, enter your 4-digit PIN,** and **press 2.**

Disable Call Forward - All Calls

Send all incoming calls to a different phone number or destination.

1. **Dial** *72

2. Enter your **4-digit PIN**.

3. **Press 2**.

Call Forward - Busy

Use Call Forward - Busy

1. **Dial** *90

2. Enter your **4- digit PIN**.

3. **Press 1**.

4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

   - **To disable** this feature and send unanswered calls to voicemail, **dial *90, enter your 4-digit PIN,** and **press 2.**

Call Forward - No Answer

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number.

1. **Dial** *92

2. Enter your **4-digit PIN**.

3. **Press 1**.

4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

    - **To disable** this feature and send unanswered calls to voicemail, **dial *92, enter your 4-digit PIN,** and **press 2.**

Call Forwarding - Remote Access

Unconditional call forwarding (Forward All) is also available when using a phone not connected to your account by utilizing the voicemail system.

1. **Dial your 10-digit phone number**.

2. When you hear your voicemail greeting, **press #**.

3. **Enter** your **4-digit PIN**, followed by #.

4. **Press 8**.

5. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, forwarding select numbers to voicemail, and many additional options are available in the TCLPfiber Online Voice Portal.

2.8
Do Not Disturb

When you are busy and don't want your phone to ring, activate "Do Not Disturb".

Enable/Disable Do Not Disturb

When enabled, this feature will send all calls directly to your voicemail box. When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.

1. **Dial *78** to **enable** Do Not Disturb.

2. **Dial *79** to **disable** Do Not Disturb.

2.9
Voicemail and Unified Messaging

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

Listen to Voicemail Messages

Check in on your voicemail inbox to listen to new message or review old ones.

1. **Dial *98**.

2. Enter your **4-digit PIN**.

3. **Press 1**.

Actions Include:

■ **Press 1** to **skip** message.

  • Marks the voicemail as unread.

■ **Press 2** to **save** message.

  • Marks the voicemail as read.

■ **Press 3** to **delete** message.

  • Removes the message from the voicemail box.

■ **Press 9** to **repeat** the message.

Voicemail to Email

Voicemail messages can be converted to an MP3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the TCLPfiber Online Voice Portal.

1. **Navigate** to the **Voicemail page** of the **TCLP*fiber* Online Voice Portal**.

2. **Select the voicemail box** from the list by clicking on the row.

3. **Check** the **Forward Voicemail to Email** box.

4. **Enter your email address** (or multiple email addresses) into the field provided.

5. Click **[Save]**.

Note: Selecting the **Keep a copy in voicemail box** allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone and use your email to listen to voicemail messages.

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function, and you will still be able to access your voicemail messages from another phone.

Remote Access to Voicemail

Check your voicemail from a phone not connected to your account.

1. **Dial your phone number**.

2. **Press #**.

3. **Enter your 4-digit PIN**.

4. **Press 1**.

Note: You must have a 4-digit PIN set up in order to access your voicemail remotely.

Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone or otherwise unable to answer.

1. **Dial *98**.

2. Enter your **4-digit PIN**.

3. **Press 8** to navigate to **Personal Options**.

4. **Press 2** to navigate to **Personalize Greeting**.

5. **Press 2** to navigate to **Busy Greeting**.

   - Or, **press 3** for **No Answer Greeting**.

6. **Record your greeting**.

- **Press 3** to review your recorded greeting.

- **Press 4** to erase the recorded greeting.

7. **Press 1 to Save**.

Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

Send Caller Directly to Voicemail

You can send callers directly to another user's voicemail without that user's phone ringing.

1. **While on an active call, press and release the switch hook or flash button** on your phone.

- This will put the first party on hold.

2. **Dial *55 and the other user's extension**.

3. Hang up.

2.10

Social and Public Services

The following services are available using a short code through your phone service.

211 – Community Services Assistance

Access to information about health and human services by dialing 211 (United States).

411 – Directory Assistance

Nationwide U.S. Directory Assistance can be reached by dialing 411.

511 – Local Transportation & Traffic Hotline

511 is a real-time transportation and traffic information hotline available for travelers and commuters in the US. Each state owns and administrates their 511 services. Calls to 511 will be routed to the local service number, based on the address in the calling phone number's customer service record.

Because there are no federal requirements to deploy 511, it is not available in all locations. If an end user's number is located in a state that does not have 511, the call will not be routed.

611 – Call TCLP*fiber* Customer Service

The Customer Service line of TCLPfiber can be reached quickly by dialing 611.

711 – Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

811 – Local Utilities "Call Before You Dig"

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

911 - Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

Note: It is important that if you move your phone service, you keep your address up to date.

Call Trace

You can mark a harassing or threatening phone call. You must contact a law enforcement agency about the harassing call for further action.

1. **Hang up** the harassing or threatening call.

2. **Lift the receiver** and listen for dial tone.

3. **Dial *57**.

4. The call will be marked in your call history.

Note: **This action doesn't initiate any law enforcement or actions against the caller.** You must take additional actions to establish a case with your local law enforcement agency.

3

End-user Simple Portal Guide

Contents:

3.1
Getting Started

Welcome to the TCLP*fiber* Voice Platform!

As part of our services we offer you access to your own online voice management portal (tclpfiber.user.alianza.com).

It is within this portal that you can control who can contact you, how they will reach you, and even when they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at (231) 922-4940 or by dialing 611 from your TCLP*fiber* phone.

Logging Into the TCLP*fiber* Online Voice Portal

To log into the TCLP*fiber* Online Voice Portal, you will need to have your username and password.

First-Time Login

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the temporary password.

4. Click **[Sign In]**.

   - There is the optional choice to have your username be remembered.

5. When prompted, create a new password.

   - Your password must have:

     - At least 8 characters

     - A lowercase letter

     - An uppercase letter

     - A number

     - No parts of your username

Future Logins

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the password you created.

4. Click **[Sign In]**.

Note: For information on changing your password, see Resetting Your Portal Password.

Username Username/Email address

Password

☐ Remember Username

Sign In

ℹ You must change your password.

New Password

Confirm Password

Your password has expired and must be changed. Your password must contain 2 of the following: special character, number, upper case letter, or lower case letter

Confirm

The TCLP*fiber* Online Voice Portal

Within the TCLP*fiber* Online Voice Portal, there are three sections: **Dashboard**, **Voicemail**, and **Call History**.
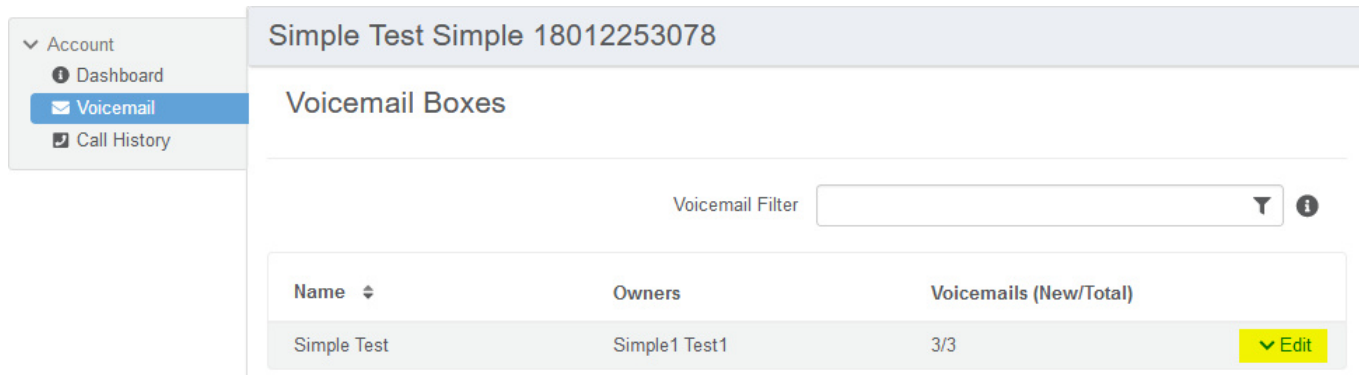
Below this information section, there are four other sections for general settings:

■ Call Screening

■ Call Handling

■ Calling Plans

■ History

Dashboard

From the Dashboard menu view the telephone number, the E911 address associated with the telephone number, the caller ID name (CNAM), and device information: MAC address, device type, and device registration status.

Note: If the E911 address is NOT correct, contact Customer Service right away.

Voicemail

The Voicemail menu shows you the voicemail box you have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

Note: To access the voicemail features, select the Edit link.

Voicemail Box Settings

Messages left on your voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box.

Allows you to choose to listen to the message on your phone or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listed to from the phone or saved/deleted from the visual voicemail box.

Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

■ Messages can be sorted by **Time/Date**, **Length**, or **Status**.

■ **To listen** to the message from here, **click the Download icon**.

■ All, multiple, or individual voicemails can be selected to be deleted or saved.

  • **Check the box** next to the voicemail message and click the Trashcan icon to **delete** a message.

  • **Click the Envelope** icon to **save** a message.

Visual Voicemail

Time/Date ⇕	Originating Number	Length ⇕	Status ⇕	🗑 ■
Jul 21, 2018 2:35 PM	1 (509)	1 second	New	⬇ ✉ ■
Oct 31, 2017 1:46 PM	1 (801)	35 seconds	New	⬇ ✉ ■
Jan 11, 2017 12:19 PM	1 (509)	10 seconds	New	⬇ ✉ ■

Call History

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern of the calls. What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.

Note: The **[Reset Filter]** button will remove any parameters set, allowing all calls to be displayed.

Simple Test Simple 18012253078

- All calls will be presented in chronological order with the most recent call at the top of the list.

- Click a call record's **Details link** to access additional information about the call:

  - Time

  - Length

  - The number that made the call and where it came from

  - The number that received the call and where it's located

- Click the **[Block]** button, also under a call's Details, to quickly add the origination number to your blocked callers list.

Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

Specific telephone numbers can be added to the list by selecting the **[+ Add a Caller]** button. If there are more than two custom callers (specific phone numbers), they can be hidden.

Actions Include:

■ Allow

· Call will ring through and follow the call handling settings setup.

■ Allow with Priority Ring

· There is the standard ring and then 7 other ring patterns to choose from.

- Block

  - Caller will hear a busy signal.

- Block with Message

  - Before the call is disconnected, the caller will hear a message play: "The number you have dialed is not accepting calls at this time. Please try again later."

- Forward

  - If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the **Screening Forward Number** field.

- Voicemail

  - Caller will be sent to your voicemail.

Call Handling

Within this section, a schedule can be created and other actions setup for when you get a call. If the call is not answered, the call can be sent to voicemail, forwarded to another number, or given a busy tone.

Actions Include:

- Scheduling

  - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.

  - See Creating a Schedule for more information on creating these.

- Call Waiting

  - Checking this box will allow a second call to ring through while you are already on the phone.

- Do Not Disturb

  - Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).

- Ring Phone

  - This will ring the phone associated with the account.

  - There are 3 ways the call could not be answered:

    - The call is unanswered after a set number of seconds.

    - The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.

    - The device is out of service (device lost power and is not showing as an active device).

■ Forward All

- Allows you to choose an alternate phone number to which all calls will be sent.

■ Sim Ring

- o Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.

  Note: Use the **[+Add Number]** button to add more phone numbers.

- A time limit can be given for how long the numbers receive the call or the call can ring forever.

  - If a time limit is given, the No Answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

■ Find Me

- Find Me Follow Me will ring each destination sequentially.

- If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).

- The order for the different destinations can be changed using the carrots (highlighted in yellow below).

Note: Use **[+Add Destination]** to add more destinations (up to 4 total destinations).

Calling Plans

The calling plan(s) that have been assigned to your account, which will dictate where you are allowed to call.

Note: For changes to permitted calling areas, please contact Customer Service.

History

For everything from finding how many incoming calls were missed to knowing how long a specific call lasted and what it will cost you, your account's Call History is here for you.

Reset Your TCLP*fiber* Online Voice Portal Password

If you ever need to reset your portal password, the steps are simple.

1. **Click your name** in the top-right area of the screen.

2. Click **[Change Password]**.

3. Enter your current password in the field provided.

4. Enter your new password in the field provided.

5. Confirm your new password in the field provided.

    - Your password must be at least 6 characters in length and contain 2 of the following:

        - A special character

        - A number

        - An upper-case letter

        - A lower-case letter

6. Click [Confirm].

Create a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see Call Handling for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1. Navigate to **Call Handling**.

2. Click the **[Create Schedule]** button.

   - If there are already schedules on the account, the button will read **[Manage Schedule]**.

3. Click the **[+Add Schedule]**.

4. Enter a **Schedule Name** for the new schedule.

5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.

   - See the Set Up Call Screening directions for more options.

6. Click the **[Confirm]** button.

7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type	
∧ ∨	Weekly	∧ Edit

Schedule Name [   ]

Custom	Weekly

Sun   Start Time [   ]   End Time [   ]

Mon   Start Time [   ]   End Time [   ]

Tue   Start Time [   ]   End Time [   ]

Wed   Start Time [   ]   End Time [   ]

Thu   Start Time [   ]   End Time [   ]

Fri   Start Time [   ]   End Time [   ]

Sat   Start Time [   ]   End Time [   ]

Call Handling

Call Waiting   ☑

Do Not Disturb   ☐

Ring Phone	Forward All	Sim Ring	Find Me

No Answer   [Send to Voicemail ▾]   after [20]   seconds

Busy   [Send to Voicemail ▾]

Out of Service   [Send to Voicemail ▾]

| Delete | | Cancel | Confirm |

Custom Schedule Example

+ Add Schedule

Name	Type
∧ ∨	Custom	∧ Edit

Schedule Name [   ]

Custom | Weekly   **+ Add a Day**

Date [2018-12-10   📅]

Start Time [   ]   End Time [   ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

Ring Phone | Forward All | Sim Ring | Find Me

Forwarding Number [1 (908) 555-1234   ]

Delete   Cancel   Confirm

4

End-user Advanced Portal Guide

Contents:

4.1
Getting Started

Welcome to the TCLP*fiber* Voice Platform!

As part of our services we offer you access to your own online voice management portal (tclpfiber.user.alianza.com).

It is within this portal that you can control who can contact you, how they will reach you, and even when they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at (231) 922-4940 or by dialing 611 from your TCLP*fiber* phone.

4.2
Logging Into the TCLP*fiber* Online Voice Portal

To log into the TCLP*fiber* Online Voice Portal, you will need to have your username and password.

First-Time Login

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the temporary password.

4. Click **[Sign In]**.

   - There is the optional choice to have your username be remembered.

5. When prompted, create a new password.

   - Your password must have:

     - At least 8 characters

     - A lowercase letter

     - An uppercase letter

     - A number

     - No parts of your username

Future Logins

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the password you created.

4. Click **[Sign In]**.

Note: For information on changing your password, see Resetting Your Portal Password.

Username   [Username/Email address   ]

Password   [   ]

☐   Remember Username

Sign In

ⓘ   You must change your password.

New Password   [   ]

Confirm Password   [   ]

Your password has expired and must be changed. Your
password must contain 2 of the following: special
character, number, upper case letter, or lower case letter

Confirm

4.3
The TCLP*fiber* Online Voice Portal

Within the TCLP*fiber* Online Voice Portal, there are five sections:**User Info, Phone Numbers, Call Handling, Call Screening,** and**Voicemail Box Settings.**

User Info

The User Info section will show your account name and number, the phone number(s) pointed to you, your E911 address, which phone number is being used as your outbound caller ID, and the device(s) assigned to you.

Note: If the E911 address is NOT correct, contact Customer Service right away.

User Info - Peter Martinez (8014206491)

Account Name	Customer Demo
Account Number	87654321
Direct Phone Numbers	1 (801) 206-4901
E911 Address	333 S 520 W, Lindon, UT 84042
Outbound Caller ID	18012064901
Devices	TM502G - Line 2

Phone Numbers

Lists the phone number(s) on the account that are routed to your account and phone(s).

Call Handling

Like sunscreen, Call Screening can help you block out unwanted things trying to reach you. Plus, using this tool you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

You can also give the callers you want to hear from their own ringtone.

Actions Include:

- Scheduling

  - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.

  - See Creating a Schedule for more information on creating these.

- Call Waiting

  - Checking this box will allow a second call to ring through while you are already on the phone.

- Do Not Disturb

  - Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).

- Ring Phone

  - This will ring the phone associated with the account.

  - There are 3 ways the call could not be answered:

    - The call is unanswered after a set number of seconds.

    - The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.

    - The device is out of service (device lost power and is not showing as an active device).

■ Forward All

- Allows you to choose an alternate phone number to which all calls will be sent.

■ Sim Ring

- o Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.

  Note: Use the **[+Add Number]** button to add more phone numbers.

- A time limit can be given for how long the numbers receive the call or the call can ring forever.

  • If a time limit is given, the No Answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

■ Find Me

- Find Me Follow Me will ring each destination sequentially.

- If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).

- The order for the different destinations can be changed using the carrots (highlighted in yellow below).

Note: Use **[+Add Destination]** to add more destinations (up to 4 total destinations).

Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

Specific telephone numbers can be added to the list by selecting the **[+ Add a Caller]** button. If there are more than two custom callers (specific phone numbers), they can be hidden.

Actions Include:

■ Allow

- Call will ring through and follow the call handling settings setup.

■ Allow with Priority Ring

- There is the standard ring and then 7 other ring patterns to choose from.

■ Block

- Caller will hear a busy signal.

■ Block with Message

- Before the call is disconnected, the caller will hear a message play: "The number you have dialed is not accepting calls at this time. Please try again later."

■ Forward

- If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the **Screening Forward Number** field.

■ Voicemail

- Caller will be sent to your voicemail.

Voicemail Box Settings

Messages left on your voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box.

Allows you to choose to listen to the message on your phone or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listed to from the phone or saved/deleted from the visual voicemail box.

Reset Your TCLP*fiber* Online Voice Portal Password

If you ever need to reset your portal password, the steps are simple.

1. **Click your name** in the top-right area of the screen.

2. Click **[Change Password]**.

3. Enter your current password in the field provided.

4. Enter your new password in the field provided.

5. Confirm your new password in the field provided.

   - Your password must be at least 6 characters in length and contain 2 of the following:

     - A special character

     - A number

- An upper-case letter

- A lower-case letter

6. Click [Confirm].

Changing Password for 8014206491

Password	
New Password	
Confirm Password	

Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username.

Cancel   Confirm

Create a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see Call Handling for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1. Navigate to **Call Handling**.

2. Click the **[Create Schedule]** button.

   - If there are already schedules on the account, the button will read **[Manage Schedule]**.

3. Click the **[+Add Schedule]**.

4. Enter a **Schedule Name** for the new schedule.

5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.

- See the Set Up Call Screening directions for more options.

6. Click the **[Confirm]** button.

7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
∧ ∨	Weekly	∧ Edit

Schedule Name [   ]

Custom	**Weekly**

Sun	Start Time [ ]	End Time [ ]
Mon	Start Time [ ]	End Time [ ]
Tue	Start Time [ ]	End Time [ ]
Wed	Start Time [ ]	End Time [ ]
Thu	Start Time [ ]	End Time [ ]
Fri	Start Time [ ]	End Time [ ]
Sat	Start Time [ ]	End Time [ ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

| **Ring Phone** | Forward All | Sim Ring | Find Me |

No Answer [Send to Voicemail ▾] after [20] seconds

Busy [Send to Voicemail ▾]

Out of Service [Send to Voicemail ▾]

Delete   **Cancel**   **Confirm**

Custom Schedule Example

+ Add Schedule

Name	Type
∧ ∨	Custom	∧ Edit

Schedule Name [   ]

[Custom] [Weekly]   **+ Add a Day**

Date [2018-12-10] 📅

Start Time [   ] End Time [   ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

[Ring Phone] [Forward All] [Sim Ring] [Find Me]

Forwarding Number [1 (908) 555-1234]

[Delete]   [Cancel] [Confirm]

5

End-user Advanced Admin Portal Guide

Contents:

5.1
Getting Started

Welcome to the TCLP*fiber* Voice Platform!

As part of our services we offer you access to your own online voice management portal (tclpfiber.user.alianza.com).

It is within this portal that you can control who can contact you, how they will reach you, and even when they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at (231) 922-4940 or by dialing 611 from your TCLP*fiber* phone.

5.2

Logging Into the TCLP*fiber* Online Voice Portal

To log into the TCLP*fiber* Online Voice Portal, you will need to have your username and password.

First-Time Login

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the temporary password.

4. Click **[Sign In]**.

   - There is the optional choice to have your username be remembered.

5. When prompted, create a new password.

   - Your password must have:

      - At least 8 characters

      - A lowercase letter

      - An uppercase letter

      - A number

      - No parts of your username

Future Logins

1. Go to tclpfiber.user.alianza.com.

2. Enter your username.

3. Enter the password you created.

4. Click **[Sign In]**.

Note: For information on changing your password, see Resetting Your Portal Password.

Username   Username/Email address

Password

☐   Remember Username

Sign In

You must change your password.

New Password

Confirm Password

Your password has expired and must be changed. Your
password must contain 2 of the following: special
character, number, upper case letter, or lower case letter

Confirm

The TCLP*fiber* Online Voice Portal

Within the TCLP*fiber* Online Voice Portal, there are 4 sections: **Users**, **Voicemail**, **Devices**, and **Call History**.
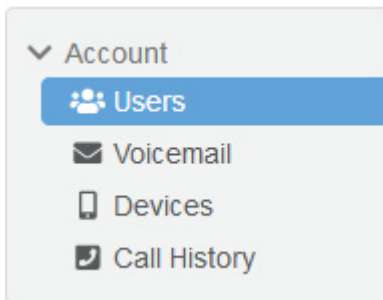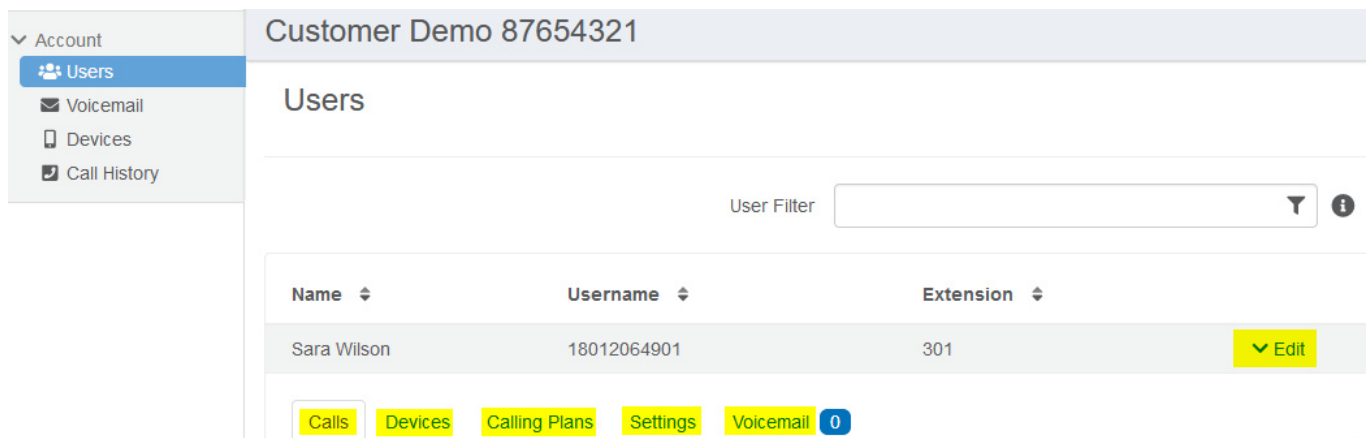
Users

All users on your account will be listed here and this is where you will control how calls are received by each user. To edit these settings for a specific user, you will need to select Edit next to the user in your list of users.

Under each user, there are 5 sub-sections to organize the permissions/features:

1. Calls

2. Devices

3. Calling Plans

4. Settings

5. Voicemail

Calls

This is the sub-section to see which phone numbers are directed to this user and to control how incoming calls to this user will be handled via call screening and call handling.

Phone Numbers

All phone numbers pointing to this user will appear here. When these numbers are called, they will follow the call handling/screening options that you have setup.

Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

Note: To add custom callers (specific phone numbers) to screen, use the [+Add Caller] button. If there are more than 2 custom callers, they can be hidden.

Actions Include:

■ Allow

- Call will ring through and follow the call handling settings setup.

■ Allow with Priority Ring

- There is the standard ring and then 7 other ring patterns to choose from.

■ Block

- Caller will hear a busy signal.

■ Block with Message

- Before the call is disconnected, the caller will hear a message play: "The number you have dialed is not accepting calls at this time. Please try again later."

■ Forward

- If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the **Screening Forward Number** field.

■ Voicemail

- Caller will be sent to your voicemail.

Call Handling

Within this section, a schedule can be created and other actions setup for when you get a call. If the call is not answered, the call can be sent to voicemail, forwarded to another number, or given a busy tone.

Actions Include:

■ Scheduling

- Create one or more schedules to dictate different behaviors based on the date/time the call comes in.

- See Creating a Schedule for more information on creating these.

■ Call Waiting

- Checking this box will allow a second call to ring through while you are already on the phone.

■ Do Not Disturb

- Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).

■ Ring Phone

- This will ring the phone associated with the account.

- There are 3 ways the call could not be answered:

  • The call is unanswered after a set number of seconds.

  • The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.

  • The device is out of service (device lost power and is not showing as an active device).

■ Forward All

- Allows you to choose an alternate phone number to which all calls will be sent.

■ Sim Ring

- o Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.

    Note: Use the **[+Add Number]** button to add more phone numbers.

- A time limit can be given for how long the numbers receive the call or the call can ring forever.

    - If a time limit is given, the No Answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

■ Find Me

- Find Me Follow Me will ring each destination sequentially.

- If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).

- The order for the different destinations can be changed using the carrots (highlighted in yellow below).

Note: Use **[+Add Destination]** to add more destinations (up to 4 total destinations).

Devices

Within this section you will see the devices that have been assigned to this user.

■ All devices assigned to the user will appear in the **Device Lines** section.

■ If you click on Edit next to the device, you will be able to see additional technical details about the device.

Note: Please make sure the correct 911 Callback Number and address are assigned to the device. If it is not, please contact our customer service team.

■ All device changes will need to be managed by our customer service team.

Calling Plans

This section will show you the calling plan(s) that have been assigned to the user. The calling plan(s) will dictate where that user is allowed to call.

Note: For changes to permitted calling areas, please contact Customer Service.

Settings

The Settings section under a user grants access to the user's information and settings, including the **outbound caller ID number** for that user, the **time zone** used by the system, and the **language used in the voicemail menu**.

■ When the PIN is reset, it is reset to the default: 1234.

- This will have to be changed on the phone before remote access to your voicemail will be permitted.

■ If no caller ID number is chosen, the call will be sent out as Anonymous and could be blocked by the called party's phone system.

- If no caller ID is wanted, choose an outbound caller ID number and uncheck the Caller ID Enabled box.

- The caller ID will then be shown as BLOCKED.

■ The two roles are Standard and Admin and cannot be changed.

■ English and French are the two language options for the voicemail menu.

| Sara Wilson | 18012064901 | 301 | ⌄ Edit |

Calls   Devices   Calling Plans   **Settings**   Voicemail **0**

User Information

Username   18012064901

Name   [Sara]   [Wilson]

Extension Number   301

Reset PIN   [🔑 Reset PIN]

Caller ID

Caller ID Number   [1 (801) 206-4901 ▾]

Caller ID Name (CNAM)   Company

Caller ID Enabled   ☑

User Settings

Time Zone   [US/Eastern ▾]

End User Role   ADMIN

Language   [English (United States) ▾]

User Voicemail

A user's voicemail section shows you the voicemail box they have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

Voicemail Box Settings

Messages left on the user's voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box.

Allows the user to choose to listen to the message on their phone or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on the user's phone will stay on until the voicemail is listed to from the phone or saved/deleted from the visual voicemail box.

Voicemail Box Settings

Forward Voicemail to Email ☐ Forward voicemail messages

☐ Keep a copy in voicemail box

Enter email addresses, separated by commas

Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

- Messages can be sorted by Time/Date, Length, and Status.

- To listen to the message from here you must download it using the download icon.

- All, multiple, or individual voicemails can be selected to delete at one time.

- To delete, check the box next to the voicemail message and click the trashcan icon.

- To save a message, click on the letter icon.

- When you hover your mouse over an icon, the icon's function will show.

Visual Voicemail

Time/Date ⇕	Originating Number	Length ⇕	Status ⇕	🗑 ■
Jul 21, 2018 2:35 PM	1 (509)	1 second	New	⬇ ✉ ■
Oct 31, 2017 1:46 PM	1 (801)	35 seconds	New	⬇ ✉ ■
Jan 11, 2017 12:19 PM	1 (509)	10 seconds	New	⬇ ✉ ■

Voicemail

This section of the TCLPfiber Online Voice Portal will enable you to manage the voicemail boxes and associated settings for all users on the account.

■ Select the voicemail box to manage and then edit the same features presented above.

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name ⇕	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	⌄ Edit
Sara Wilson	Sara Wilson	0/0	⌄ Edit
Peter Martinez	Peter Martinez	0/0	⌄ Edit

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name ⇕	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	⌄ Edit

Voicemail Box Settings

Forward Voicemail to Email ☐ Forward voicemail messages

☐ Keep a copy in voicemail box

Enter email addresses, separated by commas

Visual Voicemail

Time/Date ⇕	Originating Number	Length ⇕	Status ⇕	🗑 ■
Jun 6, 2017 10:47 AM	1 (801) 561-0187	12 seconds	New	⬇ ✉ ■

Devices

This section allows you to manage all the devices on the account without having to go to the specific user.

Note: For more information on devices, see the Devices sub-section under the Users section.
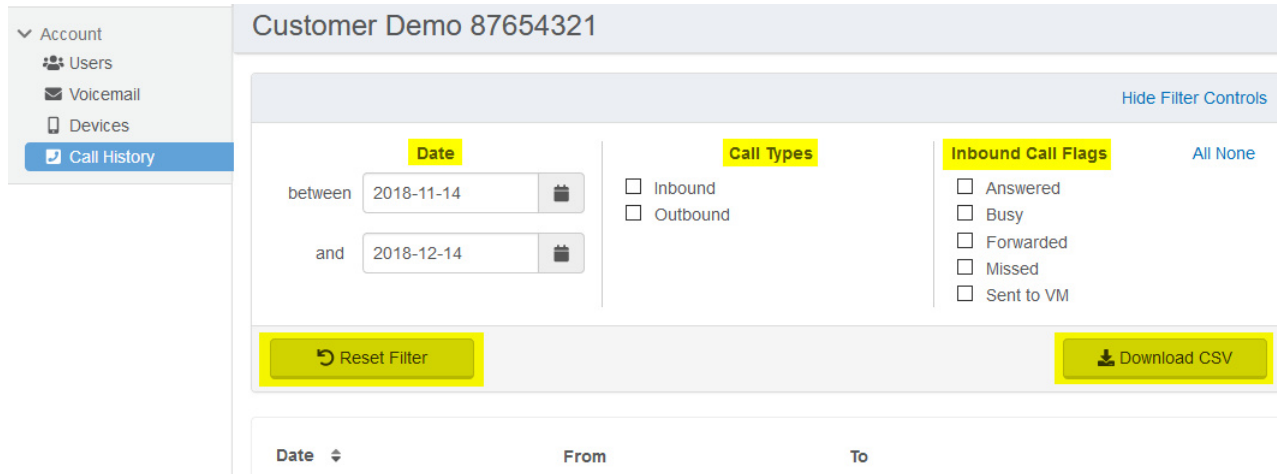
Call History

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern

of the calls. What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.

Note: The **[Reset Filter]** button will remove any parameters set and display ALL calls again.

■ All calls will be presented in chronological order with the most recent call at the top of the list.

■ Use the Details link next to the number to access the [Block] button and additional information about the call: Time and Length, the Originating number and its location, & the Terminating number and its location.

■ o Use the **[Block]** button to quickly add a specific number to a user's blocked caller's list in the Screening Calls section.

• After clicking the **[Block]** button, the user will need to be selected.

12/6/2018 3:14 PM MST   1 (801) ▓▓▓-▓▓▓▓   1 (801) ▓▓▓-▓▓▓▓   ⌄ Details
8 seconds   SALT LAKE CITY, UT   SALT LAKE CITY, UT

Block 1 (801) ▓▓▓-▓▓▓▓   ⊘ Block

Time and Length

Start Time   12/06/2018 3:14:43 PM MST
Connected Time   12/06/2018 3:14:43 PM MST
End Time   12/06/2018 3:14:52 PM MST
Actual Length   8 seconds

Origination

Number   1 (801) ▓▓▓-▓▓▓▓
Location   SALT LAKE CITY, UT

Termination

Number   1 (801) ▓▓▓-▓▓▓▓
Location   SALT LAKE CITY, UT

Select Screening Location

Location   User – Sara Wilson (18012064901) ⌄
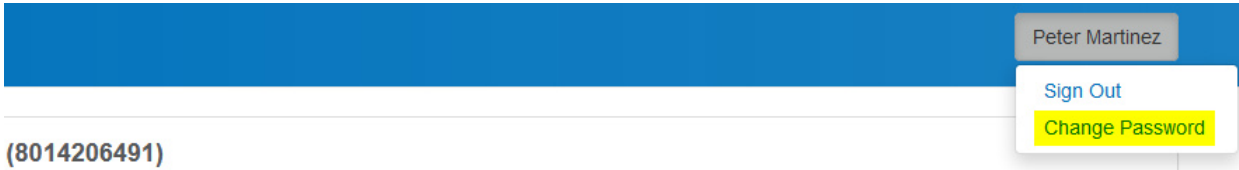
Dismiss   Confirm

Reset Your TCLP*fiber* Online Voice Portal Password

If you ever need to reset your portal password, the steps are simple.

1. **Click your name** in the top-right area of the screen.

2. Click **[Change Password]**.

3. Enter your current password in the field provided.

4. Enter your new password in the field provided.

5. Confirm your new password in the field provided.

    - Your password must be at least 6 characters in length and contain 2 of the following:

        - A special character

        - A number

        - An upper-case letter

        - A lower-case letter

6. Click [Confirm].

Changing Password for 8014206491

Password

New Password

Confirm Password

Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username.

Cancel   Confirm

Create a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see Call Handling for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1. Navigate to **Call Handling**.

2. Click the **[Create Schedule]** button.

   - If there are already schedules on the account, the button will read **[Manage Schedule]**.

3. Click the **[+Add Schedule]**.

4. Enter a **Schedule Name** for the new schedule.

5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.

- See the Set Up Call Screening directions for more options.

6. Click the **[Confirm]** button.

7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
∧ ∨	Weekly	∧ Edit

Schedule Name [   ]

| Custom | Weekly |

Sun	Start Time [ ]	End Time [ ]
Mon	Start Time [ ]	End Time [ ]
Tue	Start Time [ ]	End Time [ ]
Wed	Start Time [ ]	End Time [ ]
Thu	Start Time [ ]	End Time [ ]
Fri	Start Time [ ]	End Time [ ]
Sat	Start Time [ ]	End Time [ ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

| Ring Phone | Forward All | Sim Ring | Find Me |

No Answer [Send to Voicemail ∨] after [20] seconds

Busy [Send to Voicemail ∨]

Out of Service [Send to Voicemail ∨]

| Delete | | Cancel | Confirm |

Custom Schedule Example

+ Add Schedule

Name	Type	
∧ ∨	Custom	∧ Edit

Schedule Name [   ]

[Custom] [Weekly]   **+ Add a Day**

Date [2018-12-10   ] 📅

Start Time [   ]   End Time [   ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

[Ring Phone] [Forward All] [Sim Ring] [Find Me]

Forwarding Number [1 (908) 555-1234]

[Delete]   [Cancel]   [Confirm]